

Circular 44 - 2020

25 August 2020

Dear Residents and Family Members,

It gives us great pleasure to announce that Evergreen Health will officially take over the Care Centre Management at the Muizenberg Village on 01 September 2020. This is in-line with Evergreen's vision of bringing healthcare services in-house.

We are also proud to announce that Melanie Carstens has been seconded to take over the reigns as Acting Care Centre Manager with immediate effect. With her history as a social worker and her previous experience as a Village Manager, she joined the Evergreen Health team as the Care Manager in March 2019.

As a result of taking over the Care Centre, we have further considered the process by which health service fees are collected.

It is with this in mind that we will implement a debit order collection for health services rendered at the village clinics or at the Care Centre. Please find attached a debit order form that we would like you to complete and sign. Please hand the signed and completed form in to the reception at your village by no later than COB on Monday, 07 September. This debit order will be exclusively for Evergreen Health services and is not to be confused by the debit order for Evergreen Lifestyle Villages.

Please note that we will no longer accept cash payments or EFT's. Should you wish to continue using the services of Evergreen Health the only payment method available will be via debit order.

To facilitate this change and to process all accounts, we will run our billing from 01 July - 14 August 2020. Thereafter we will collect on a monthly basis with the first debit order going off on 01 October 2020.

Please also provide, together with your signed debit order authorisation form, proof of banking details in either form:

- Account confirmation letter
- Copy of Bank Statement Account
- Cancelled Cheque

Thank you for your support.

Your sincerely
ELIZE PORTER/GARRY REED/ADAM KAJEE

Encl/.Debit Order Form